

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: April 6, 2020

Case Number: 20-95

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Katherine Kuper
Premise Name: Animal Medical Center of Casa Grande PLLC
Premise Address: 3151 North Piper Ave #107
City: Casa Grande State: AZ Zip Code: 85122
Telephone: 520-836-2146

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Katherine Rodriguez
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

RECEIVED

APR 06 2020

RV:

C. PATIENT INFORMATION (1):

Name: Annabelle
Breed/Species: Shih Tzu
Age: 7 Sex: female Color: tan & white

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Animal Medical Center of Casa Grande, 3151 N. Pinal Ave #107
520-836-2166 Casa Grande Az 85122

Casa Grande Animal Hospital
1645 N. Pinal Ave, Casa Grande Az. 85122
520-836-5979

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

① myself. ② office manager Tracy @ Animal Medical Center
520-836-2166 of Casa Grande.

③ Casa Grande Animal Hospital
Dr. Mary Kate Burdick DVM
520-836-5979

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Katharine Rodriguez
Date: 3-24-2020

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

see all enclosed documents

Thank you.

3-27-20

Az Vet Board: Re Annabelle Rodriguez

why go thru all these tests,

which were very costly. I

understand they made Annabelle

comfortable, ~~but~~ but in the end

it stated she could go home and pass

away. Vets give false hope, to

owners, we spend lots of money.

And in my case Annabelle passed at

8:05 pm. Sunday 2-9-20. I took

her home @ a little after 6 pm.

Prayed on my heart & took my

money - Shameful

K. Rodriguez

①

PLLC

Animal Medical Center of Casa Grande,
Az.

3151 North Pecos Avenue #107
Casa Grande Az 85122
520-836-2146

Client Kathy Rodriguez (3081) 2.13.2020

[REDACTED]
[REDACTED]
[REDACTED]

Patient Ann Beale (10947)

Female, Springer

3-10-14

98102 002 7488 157

White & Tan

none.

Canine

Shet 124

5y

8934 lbs.

9.80 ozs.

Dr. Kasper & staff

①

I Katherine Hengry is this date
are requesting any and all
medical records on Anna Belle.

Including but not limited to office
visits. I am requesting doctors
notes, shot records dates
weights and diagnosis on my dog.

I am entitled to these complete
records and hereby request and
demand the release of them.

It is my right as the owner of
this pet (Anna Belle) to have them.

She was my pet, my companion
and I am entitled to her records.

Please released them to me without
incident as she was my pet not
yours.

Katherine Hengry

③

Hopefully further action will not
be taken.

It is the Law to release my
records.

Thank you
~~Annabelle~~ Mom.
Anna Belles Mom.



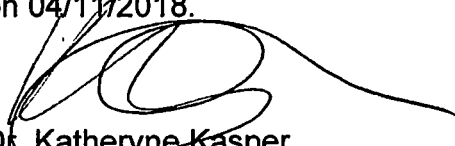
Animal Medical Center Of Casa Grande

Date: 04/15/2020

REG: Patient Annabelle Rodriguez/ Client Katherine Rodriguez

Board case number: 20-95

Case Summary: Ms. Rodriguez presented with Annabelle on several different occasions for wellness exams, preventative vaccines, heartworm testing and heartworm prevention. She routinely declined heartworm testing and prevention. Annabelle was found to be healthy on 09/01/2015. The next year and every year thereafter that Annabelle was examined, she had a heart murmur finding 07/06/2016, 06/21/2017, 04/11/2018, 05/08/2019. There are notations on the medical record for each date noted above that Ms. Rodriguez will monitor for cardiac symptoms. She declined a referral to a cardiologist on 04/11/2018.


Dr. Katheryne Kasper

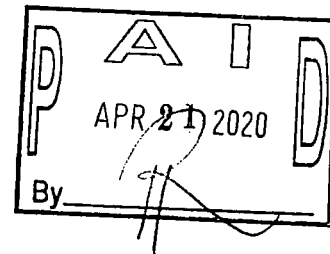
04/15/2020

Professionals involved:

Myself, Dr. Katheryne Kasper

Dr. Catherine Carlson

Hospital Manager Tracy Reich



Best Contact Method

Cell phone number: 

Email: 

Animal Medical Center
of Casa Grande PLLC



3151 N. Piper Ave. Suite 107
Casa Grande, AZ 85122



Phone: 520-836-2166
Fax: 520-836-7067



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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM
Carolyn Ratajack
Jarrod Butler, DVM
Steven Seiler

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Marc Harris - Assistant Attorney General

RE: Case: 20-95
Complainant(s): Katherine Rodriguez
Respondent(s): Katheryne Kasper, DVM (License: 4543)

SUMMARY:

Complaint Received at Board Office: 4/6/20
Committee Discussion: 9/1/20
Board IIR: 10/21/20

APPLICABLE STATUTES AND RULES:

Laws as Amended August 2018
(Lime Green); Rules as Revised September
2013 (Yellow).

On February 9, 2020, "Annabelle," a 7-year-old female Shih-Tzu was presented to Casa Grande Animal Hospital due to dyspnea. The dog was examined; it was noted the dog had a grade 5/6 heart murmur, dyspnea, pale mucous membranes and was 8% dehydrated. The dog was hospitalized for the day for diagnostics and treatment of possible congestive heart failure. The dog was discharged later that evening and passed away shortly after arriving home.

Complainant expressed concerns that Respondent, her primary veterinarian, never advised her that the dog had a heart murmur.

Complainant was noticed and appeared telephonically.

Respondent was noticed and appeared telephonically. Attorney David Stoll was present.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Katherine Rodriguez*
- Respondent(s) narrative/medical record: *Katheryne Kasper, DVM*
- Consulting Veterinarian(s) narrative/medical record: *Mary K Burdick, DVM – Casa Grande Animal Hospital*

PROPOSED 'FINDINGS of FACT':

1. On February 9, 2020 (Sunday), the dog was presented to Casa Grande Animal Hospital due to dyspnea. Respondent, her primary care veterinarian, was not open that day. The dog was examined; it was noted the dog had a grade 5/6 heart murmur, dyspnea, pale mucous membranes and was 8% dehydrated. The dog was hospitalized for the day for diagnostics and treatment of possible congestive heart failure. The dog was discharged later that evening and passed away shortly after arriving home.
2. Complainant had requested a copy of her dog's medical records from Respondent. After reviewing the medical records, she was concerned that she was never advised the dog had a heart murmur as noted in the medical records.
3. Respondent stated that the dog was found to be healthy in 2015. However, the next year, and every year after that the dog was examined, she had a heart murmur.
4. On July 6, 2016, Respondent examined the dog when presented for vaccines. The dog had a heart murmur, grade 4/6. Complainant declined heartworm testing and treatment, the dog was vaccinated and the dog was discharged. Complainant was to monitor the dog for signs of congestive heart failure.
5. On June 21, 2017, Respondent examined the dog when presented for vaccines. Respondent noted the dog was overweight, had a cyst over the right shoulder, and had a grade 4/6 heart murmur. The dog was vaccinated; Complainant declined heartworm testing and treatment and the dog was discharged. Respondent recommended weight loss and Complainant would monitor the dog for cardiac symptoms.
6. On April 11, 2018, the dog was presented to Respondent's associate, Dr. Carlson, for exam and vaccines. The dog was examined and Dr. Carlson noted a grade 3/6 heart murmur; systolic, left PMI. She discussed the heart murmur with Complainant and referral for an echocardiogram to determine cause of the murmur. Complainant declined as the dog was not showing any signs; she would continue to monitor the dog for cardiac signs at home. The dog was vaccinated and discharged.
7. On May 8, 2019, the dog was presented to Respondent for vaccines. Complainant reported the dog was doing well but had been scratching at her ears. Respondent noted the dog had lost weight and had a grade 5/6 heart murmur. The dog was vaccinated; Complainant declined heartworm testing and treatment and the dog was discharged with ear medication, Otomax. Complainant was to have the dog's ears recheck in 14 days and monitor the dog for cardiac symptoms.
8. On February 13, 2020, after the dog passed away, Complainant visited Respondent's premises to speak with the hospital manager, Ms. Reich. Complainant asked why she was never told the dog had a heart murmur. Ms. Reich advised that Complainant was advised several times by two veterinarians; each visit it was noted that she wanted to monitor the dog at home and the dog was asymptomatic. Complainant insisted she never knew the dog had a heart murmur.

9. Complainant further advised Ms. Reich that the dog started coughing on Friday (2/7/20); she called the premises on Saturday (2/8/20), there was no answer and she did not take the dog to the emergency facility as recommended on the voicemail. On Sunday (2/9/20) Complainant took the dog to Casa Grande Animal Hospital. The dog was discharged that evening and the dog passed away that night.

COMMITTEE DISCUSSION:

The Committee discussed that although there was a difference in remembrance of the verbal communication that occurred during the visits, the medical records are clear with two different veterinarians in the practice.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

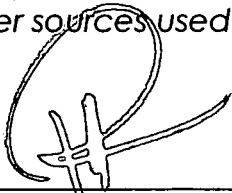
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.



Tracy A. Riendeau, CVT
Investigative Division